

G-Cloud 15 Service Description

Agile ITSM Delivery

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Agile ITSM Delivery is a comprehensive Managed Service capability that helps you harness Agile ways of working to design, deliver and maintain support services within an ITSM environment.

Provision of the methodology and expertise can accelerate your ability to iterate and improve products, services, and processes aligned to Agile practices.

What is the Service

Methods has extensive experience of utilising Agile and DevOps methodologies to design, implement and operationalise ITSM improvements.

To support your journey to adopt Agile in an ITSM environment, our Managed Service capability will collaborate with you to design, launch, and stabilise Agile ways of working within your Service Management department.

We utilise professionals with extensive backgrounds of working both in Agile environments and Service Management teams to couple Agile and Scrum-based methodologies, with alignment to ITIL, ITSMF, Service Desk Institute (SDI) I and other industry recognised service models or organisations.

We recognise the criticality of pace and quality, and can deliver a lean capability that can rapidly iterate and improve services, with proportionate governance controls and risk management.

What can it do for you

In procuring this service, you will be provided with a transparent and structured approach to formulating your optimal roadmap for delivering Agile ways of working in your teams.

We do this by using best practice to seamlessly embed Agile management techniques, such as timeboxing, hothousing, and sprints into complex Service Management environments. Our approach also aligns application of Agile with GDS, PRINCE2, ITIL, MSP, and hybrid methodologies where this is relevant to your requirements.

Our starting point involves comprehensive business and process analysis, MoSCoW prioritisation and other tried and tested approaches to design proof-of-concepts or minimal viable products/processes for you to trial.

Once your bespoke needs are understood, our offering can also inform a suitable governance wrap-around that can be iterated in partnership with us or transferred to in-house capability.

Our service delivery is underpinned by an expansive network of experienced subject matter experts with knowledge of Agile PM, Kanban, Scrum, DSDM Atern, and Scrumban, enabling you to achieve the greatest value for your ecosystem.

Service Features

1. Alignment of Agile Delivery with ITIL, GDS and PRINCE2
2. Access to SMEs with applied practice of Agile methodologies
3. Extensive knowledge of ITSM best practice and industry standards
4. Iterative and transparent approach to progress through proposed models
5. Agile management techniques, such as timeboxing, hothousing, and sprints
6. Focus on MoSCoW prioritisation for service requirements
7. Stakeholder management designed to facilitate Agile delivery
8. Clear roles and responsibilities to enable Agile delivery
9. Focus on business outcomes and end user value
10. Business change management, including impact assessment, business readiness and delivery

Service Benefits

1. Extensive experience in introducing Agile in public sector settings
2. Expertise to apply Agile principles pragmatically, not theoretically
3. Knowledge transfer and capacity building for future use of Agile
4. Track record operating Agile with other third party suppliers
5. Proportionate and transparent usage of risk management, oversight/control
6. Rational and flexible Managed Service Provider model
7. Common purpose and focus across stakeholders from start to finish
8. Iterative approach helping teams deliver value to customers faster
9. Ability to scale approach in line with your requirements
10. Comprehensive background in fusing ITSM best practices with Agile methodologies

Contact details

End-to-end transformation and innovation experts

Applying our skills in innovation and collaboration from across the Methods Group, to deliver end-to-end business and technical solutions that are people-centred, safe, and designed for the future.

Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

With a focus on driving interoperability and innovation in UK Central Government, we have helped multiple organisations in the sector modernise their IT architecture, systems, strategy, and operating models to improve organisational resilience and service delivery.

Methods deliver wide-ranging services and thought leadership to support delivery including:



Onboarding and offboarding process



Ordering and Invoicing

Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

Payment terms are 30 days or less as may be agreed.

Please note - we are unable to accept Government Procurement Card (GPC) payments.

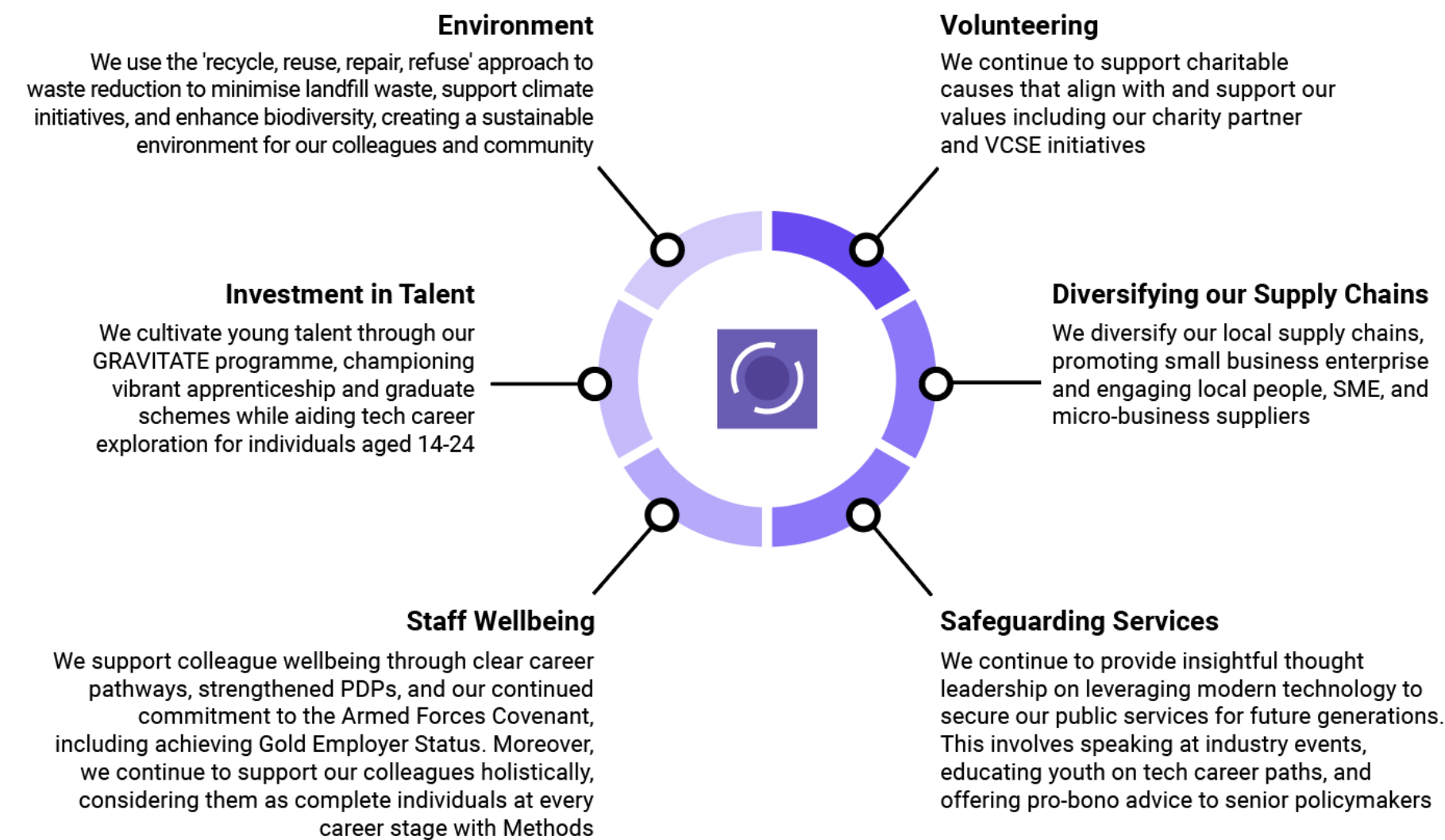


Customer Responsibilities

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree these at the start of the work.

Making a difference

The work we do each day is focused on delivering a positive difference for the public sector for the benefit of society as a whole.



Customer stories



Cloud Hosting & Service Modernisation
Modernised digital services using secure cloud hosting, streamlined legacy workflows, and improved data insights. Delivered faster decisions, reduced manual effort, and a more transparent, **user-friendly experience** for internal teams and external users.



Cloud-Based ITSM Consolidation
Unified multiple service desks onto a cloud-based ITSM platform, standardising processes and automating workflows. Improved incident, change, and problem management, **boosting overall service reliability, efficiency, and organisational visibility.**



Large-Scale Cloud Migration (100+ Apps / 120TB)
Delivered cloud migration of **100+ legacy applications** and **120TB of data** with **100% availability.** Strengthened compliance, improved transparency, and significantly enhanced operational resilience across critical digital services.



Azure Migration & Modern Workplace Enablement
Migrated data centres to Azure and deployed modern workplace cloud services, delivering secure, scalable infrastructure. Achieved improved user experience, strengthened security posture, and **£1m savings** - all with zero service disruption.



Cloud ITSM Migration (ServiceNow SaaS)
Successfully migrated from a legacy ITSM tool to a modern, cloud-based ServiceNow platform. Delivered scalable, robust service operations, strengthened governance, and enabled faster, more consistent digital service delivery across the organisation.



Cloud-Native Data Pipelines (Azure Integration)
Built automated Azure Data Factory pipelines into a Lakehouse architecture, using Bronze/Silver/Gold layers and Delta with CI/CD. Delivered secure daily refreshes, improved data quality, lower manual effort, and more efficient reporting.